

# Communications Accreditation Program



**Communication Centers  
Law Enforcement, Fire Rescue & Emergency  
Medical Service**

**COMPARATIVE COMPLIANCE  
(CFA 5.0)  
STANDARDS MANUAL VERSION 2.01  
November, 2017**

**Florida Telecommunications Accreditation  
Commission  
P.O. Box 51208 / Sarasota, Florida 34232**

**(941) 313-4047 / flatac@verizon.net**

# Table of Contents

## **INTRODUCTION**

Limitation of Liability.....	2
Publication.....	2
Mission Statement.....	2
Vision Statement.....	2
Program Development.....	2
Program Overview.....	3
The FLA-TAC Commission.....	3
Applying to the FLA-TAC Commission.....	3
Commission Fees.....	3
Communications Center Self-Assessment.....	3-4
Accreditation Manager.....	4
Accreditation Training and Networking.....	4
Accreditation File Construction.....	4-5
Proofs of Compliance – Written Reports.....	6
Review Methods – Abbreviations.....	6

Compliance Keys – Definitions.....	6
<b>STANDARDS</b>	
1.	
Organization.....	7-8
2. Written Directive System.....	9-10
3.	
Fiscal.....	11-13
4. Human Resources.....	14-15
5. Conduct and Disciplinary Process.....	16-20
6. Recruitment / Selection / Promotion.....	21-23
7.	
Training.....	24-33
8. FCIC / NCIC.....	34-39
9.	
Security.....	40-41
10. Call Taking Procedures.....	42-44
11. Dispatch Operations and Procedures.....	45-49
12. Critical Incidents / Unusual Incidents.....	50-54
13. Fire Rescue Dispatch Operations.....	55-56
14. Emergency Medical Services Dispatch Operations.....	57-58

15. Law Enforcement Dispatch Operations.....	59-61
Glossary.....	62-67
References.....	68

# Introduction

## **Limitation of Liability**

The Florida Telecommunications Accreditation Commission makes no warranty, expressed or implied, for the benefit of any person or entity with regard to any aspect of the standards contained herein.

These standards were adopted for the sole use of the Commission for the exclusive purpose of their application to the telecommunications centers seeking to obtain or maintain accreditation, there being no intended third party beneficiaries hereof, expressed or implied. Nothing herein shall be construed to create any right, cause, property interest, or entitlement on the part of any applicant center or third party. These standards shall in no way be construed to be an individual act of any commissioner, director, employee, center, agency, member, individual, or a legal entity associated with the Commission, or otherwise be construed so as to create any liability in an individual or official capacity on the part of any commissioner, director, employee, center, agency, member, individual, or a legal entity associated with the Commission.

## **Publication**

The standards manual is the principal publication of the Florida Telecommunications Accreditation Commission (FLA-TAC), Inc.

## **Mission Statement**

The Florida Telecommunications Accreditation Commission establishes standards, oversees an accreditation program, and awards accreditation to compliant Florida Communication Centers in the law enforcement, fire rescue and emergency medical services disciplines. The Commission strives to improve the ability of Florida Communication Centers to deliver professional public safety services.

## **Vision Statement**

The vision of the Florida Telecommunication Accreditation Commission is to provide a mechanism for all Florida public safety telecommunications centers, regardless of size, to achieve, maintain and retain accredited status.

## Program Development

In early 2010, the Florida Police Accreditation Coalition Inc. (FLA-PAC) Executive Board embarked on a project to develop a statewide communications accreditation program. The core concept was to provide communication centers in Florida law enforcement, fire rescue and emergency medical services an outlet to gain accredited status independent of any other entity or affiliate accreditation.

In the spring of 2011, members of the FLA-PAC Board along with a team of subject matter experts began working to develop the communications accreditation standards. The subject matter experts recruited for this project were from communication centers in law enforcement, fire rescue and emergency medical services and from the accreditation community.

## Program Overview

The program is administered through a Board of Commissioners who establish policies and procedures for the program. Routine day to day operations are conducted by an Executive Director who operates within parameters established by the Commission.

The FLA-PAC will coordinate training for Accreditation Managers and Assessors for the purpose of communication center assessments. The Communication Center will enter into a contract with FLA-TAC to agree to comply with all applicable standards. The FLA-TAC and the Communication Center will agree on a date for the on-site assessment to take place. The FLA-TAC will provide two (2) Communication Accreditation Assessors, for a one (1) or two (2) day assessment, depending on the size of the agency. The assessors will review policies, documentation, procedures, and conduct interviews to ensure compliance with the standards. The assessors will then compile a comprehensive report to the FLA-TAC Commission to be reviewed for accredited status.

## The FLA-TAC Commission

During the initial phase of the program, the Commission will be comprised of members of the FLA-PAC Executive Board, a telecommunications professional from a law enforcement agency, and a member of the Denise Lee Foundation. Once the program has become established and the standards validated, the FLA-TAC Commissioners will change, and will encompass professionals from law enforcement, fire rescue and emergency medical services representing both large and small agencies.

## Applying To The FLA-TAC Commission

Communication Centers wishing to participate in the accreditation process must complete the application form and submit it to the Commission for approval. Commission staff will send the center two copies of the accreditation agreement for execution and an invoice for the accreditation fees. Accreditation fees are based on the number of members employed by the center. The fee structure is based on a three year cycle, collected annually in three equal payments.

## Commission Fees

<b>Comparative Compliance (CFA) Initial Accreditation and Reaccreditation</b>	
<b>1 - 150</b>	<b>\$600.00</b>
<b>151 - or more</b>	<b>\$825.00</b>

The applicant center is responsible for on-site costs for assessors to include: overnight accommodations; per diem (state rates, at a minimum); and mileage at the state rate, if the assessor uses his/her personal vehicle.

## Communications Center Self-Assessment

Telecommunications centers are expected to complete self-assessment within two years of submission of the contract. During this phase, the center will review its policies, procedures, plans, training, and operating practices to ensure they comply with applicable standards. The center may have to establish policies and develop procedures where none exist, or revise existing policies and procedures in order to meet the requirements of accreditation.

Upon completion of the self-assessment phase, the Commission will schedule an on-site assessment for review of the Center's accreditation efforts.

## Accreditation Manager

The selection of an accreditation manager is critical to the center's success in achieving accreditation. It is highly recommended that this person be assigned full-time to accreditation duties and for the duration of self-assessment. The accreditation manager is the person designated to direct and control the accreditation process. The manager will coordinate the efforts of all components within the center.

Responsibilities include serving as liaison between the center and Commission staff. The person selected should have a thorough knowledge of the center's rules, regulations, and policies and should be able to work well with all levels of supervision within the rank structure. Accreditation Manager abilities and skills include:

- training and motivating others;
- the ability to administer, plan, and organize a project;
- writing and editing skills;
- self-motivation (initiative);
- willingness to make significant decisions and accept responsibility for outcomes; and
- willingness to maintain momentum until the project is brought to a successful conclusion.

The accreditation manager is responsible for collecting the necessary documentation and preparing accreditation files.

## Accreditation Training and Networking

The Commission offers periodic accreditation manager and assessor training. This training prepares students for managing the accreditation process and is highly recommended for all newly assigned members. Contact the Commission office for additional information about registration.

Training is also available through the FLA-PAC, which provides networking opportunities and access to experienced accreditation managers that can mentor members new to the process. Communications centers are encouraged to join FLA-PAC and can obtain membership information from Commission staff or any FLA-PAC member.

## **Accreditation File Construction**

Proving compliance with applicable standards is the center's responsibility. The center must develop and compile proofs of compliance necessary for assessors to determine whether compliance with the standards has been met. Centers are urged to focus on documenting compliance by supplying written directives and other documents. In addition, interviews and observations may supplement written documentation and in some instances may serve as primary proofs of compliance.

Achieving compliance will involve building files for each standard. The communications center must comply with 100 percent of the applicable mandatory standards and with at least 80 percent of the applicable other-than-mandatory standards. File construction is taught in the accreditation manager course, but a brief description is found in the following paragraphs.

The center must establish a separate file folder for each standard and clearly identify the standard number on the folder. Each folder must include a Standard Summary Form (SSF) followed by primary and secondary proofs of compliance, if applicable. Each SSF will contain the standard number, the actual standard, compliance keys, and the center's list of compliance proofs. Centers will also use this form to show that a standard does not apply or when the communications center is exercising the "10 percent option" for an other-than-mandatory standard. SSFs are available from the Commission staff.

Primary proofs state that the center performs the function described in the standard. Primary proofs may include policies, special orders, standard operating procedures, specialized manuals, ordinances, plans, rules, training directives, state laws, court orders, and memoranda that are binding on center members. The center should highlight and place in the file only specific parts of the directive(s) that prove compliance.

Secondary proofs show by example that the center actually does the activity stated in the primary proof. Secondary proofs may include memoranda, newspaper articles, instructional material, photographs, and completed logs, rosters, evaluations, reports, and forms.

Proofs of compliance are assembled in the order listed on the SSF. If only a portion of a document is relevant to the standard, highlight that part only by underlining it or by coloring it with a transparent marker. Some standards contain "bulleted" items, each requiring its own proof of compliance, and a system must be created to distinguish the lettered items from one another. This may be accomplished by lettering and highlighting the relevant portion of the proofs of compliance. Only the sections of a document that serve as the proof should be numbered and/or highlighted.

This system for identification, along with adding the standard number to the document, will enable communications center staff and on-site assessors to quickly link a given standard, or portion of a standard, with the appropriate proof of compliance.

Centers may find it useful to create a listing that cross-references standards with their applicable compliance documentation and vice versa. These listings are helpful in maintaining ongoing compliance and in preparing annual reports that advise the Commission of the center's compliance status.

For example, when a general order or procedure is being revised, the Accreditation Manager should be able to identify those standards that should be checked and update the individual standard files when necessary. Cross-reference listings are also useful when the Commission revises a standard. The listing assists the Accreditation Manager in pinpointing those written directives or other documents that are affected by the Commission's changes.

Commission assessors will ask questions of center members and others who should have knowledge about the implementation of a standard or who are affected by a particular standard. A center must indicate on the SSF whether compliance may or must be verified by interviews. When creating this type of proof, a center must identify the person or persons to be interviewed, including name, rank, position or job title, and how the person can be contacted. To facilitate the on-site assessment, a center may wish to create a master list of key persons the assessors might interview.

***Agencies seeking accreditation through comparative compliance must provide proof of current accredited status by CFA and need only to build files contained in this manual.***

### Proofs of Compliance - Written Reports

<b><i>For written reports required by standard, use the following guidelines:</i></b>	
Weekly	Two per year - Consecutive Weeks - Different weeks for each year
Monthly	Two per year - Consecutive Months - Different months for each year
Quarterly	Two per year - Consecutive Quarters - Different quarters for each year
Semiannual	Two per year - First and second half of each year
Annual	One per year
Bi-annually	One every two years

Proofs for policies issued during the self-assessment phase should demonstrate compliance from the date of the policy.

**NOTE: For reaccreditation, proofs should reflect 3 years of compliance and are based on the date of the on-site. For example, if the on-site was September, 2013, the proofs of compliance for the first year of the reaccreditation cycle should be dated between October, 2013 and September, 2014; the second year of the cycle dated between October, 2014 and September, 2015 and the last year of the cycle between October, 2015 and September, 2016. Do NOT use calendar or fiscal year when assembling proofs for reaccreditation.**

## Review Methods - Abbreviations

<b>The following table defines the review methods listed in the standards:</b>			
I	Interview	RC	Review Certification
O	Observe	RD	Review Directive
OE	Observe Equipment	RF	Review Files
OS	Observe Security	RL	Review Logs
OR	Observe Randomly	RT	Review Training
OPV	Observe Photograph or Video		

## Compliance Keys - Definitions

<b>Quantities</b>	
3YD	Refers to one proof from each year of the reaccreditation cycle, unless otherwise specified
Sampling	Three examples
Random Sampling	Refers to the Assessor reviewing proofs in addition to those in the files
Sampling 3YD	One example for each year, with an additional two examples from the three year reaccreditation cycle

# Chapter 1

## Organization

The standards in this chapter address the organizational structure of the center, reporting relationships between the members and the communications center, and the reporting relationship between the communications center and its parent organization (where applicable).

Standard	Review	Compliance	Accreditation Manager Notes	Reference
----------	--------	------------	-----------------------------	-----------

		Methods	Key(s)		
		O	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Current organizational chart(s) showing components, functions or positions.	1	3YD	For reaccreditation, only need 3YD if there have been organizational changes.	
2	Documented distribution of charts or observation of posted charts.	1	3YD		

# Chapter 2

## Written Directive System

This chapter requires policies, procedures, regulations, and practices to be specified in writing and available to all members. A standardized format and indexing system for written directives provides for greater understanding and accessibility. Input from all levels in developing written directives is encouraged and executive staff approval required. Regular review and updating of policies to keep written procedures current with operational and administrative practices is required.

Standard	Review Method	Compliance	Accreditation Manager Notes	Reference
----------	---------------	------------	-----------------------------	-----------

		S	Key(s)		
<b>2.01M</b>	The agency has a written directive system which includes:	RD	1		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A.	A description of the format for each type of directive;	RD	1		
B.	Procedures for numbering and revising directives, as appropriate;	RD	1	Applies to formal directives, but may not be necessary for other communications, such as memoranda or interoffice mails.	
C.	A system for keeping the directives current;	RD	1		
D.	Procedures for review and/or approval of proposed policies, procedures, and rules and regulations prior to their promulgation;	RD -I	1, 3		
E.	Identification of individuals or positions within the agency having authority to issue directives;	RD -I	1		
F.	Procedures for dissemination and receipt of new and revised directives within a specified timeframe; and	RD -I	1, 4	Procedures should require specific time tables for both dissemination and receipt.	
G.	Procedures for storing and archiving directives.	RD - O	1		
<b>No .</b>	<b>Compliance Keys</b>	<b>Quantit y Initial</b>	<b>Quantit y Reaccré d</b>	<b>Assessor Guidelines</b>	
1	Written directive addressing the elements of the standard.	1	1		
2	Observation of each type of written directive	1 each type	1 each type		
3	Proof of review and approval process.	1 each type	1 each type	Assessors should review additional examples and be aware that staff approval prior to promulgation may not be an option with smaller centers.	

4	Proof of receipt of written directives.	1 each type	1 each type	If the communications center uses an electronic policy tracking system, compliance may be proven through observation only.	
5	Interview agency members				

***SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.***

## Chapter 3

### Fiscal

Sound fiscal management of the communications center is necessary to ensure available resources are used wisely, tracked appropriately and accountability and transparency of expenditures maintained.

All procedures should be compatible with generally accepted accounting principles and regular audits to ensure compliance must be performed.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>3.01</b> The agency has an accounting system with real-time reporting, or provisions for monthly status reports showing:	RF	1		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A. Initial appropriation for each account;	RF	1		
B. Expenditures and encumbrances made during the period; and	RF	1		
C. The unencumbered balance.	RF	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccrued	Assessor Guidelines
1	Budget documentation demonstrating compliance with the elements of the standard.	2 consecutive months	2 consecutive months, 3YD	If the system is electronic with real-time data, assessor will observe elements of the standard.

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>3.02M</b> If a communications center accepts cash, a written directive governs the maintenance of monetary transactions and includes at a minimum;	RF	1		
A. A system that identifies cash income received, cash dispersed and the balance on hand;	RF	1		
B. Receipts for cash received; and	RF	2		
C. Quarterly audits of communications center cash activity.	RF	3	Provide one quarterly report for each year.	Standard applies to Centers that collect payments for fines, permits, records, etc.
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	
2	Cash receipts.	1	3YD	
3	Proof of quarterly audits.	1	3YD	

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	----------------	-------------------	-----------------------------	-----------

<b>3.03</b> An annual independent audit is conducted of the communication center's fiscal activities.	RD	1		The annual independent audit may be part of the parent agency's overall annual audit.
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Proof of annual audit.	1	3YD	<b><i>SRIC - June, 2014 (Bonita Springs): Proof of compliance (written directive) removed and language modified for consistency with CFA standard.</i></b>

# Chapter 4

---

## Human Resources

The most valuable asset of a communications center is its members, and the standards developed in this chapter are designed to support and manage these highly important individuals. Employees are referred to as “members” throughout the accreditation process.

The human resources function has overall responsibility for implementing strategies and policies relating to the management and support of individuals. Ethical business practices, diversity, applicable laws and regulations should all factor into processes adopted by the communications center.

This can be achieved by:

- Maintaining awareness of and compliance with local, state and federal labor laws
- Developing accurate member record-keeping programs
- Ensuring equitable performance, conduct and behavior management
- Maintaining sound employee relations
- Adopting compensation and employee benefit management programs
- Implementing employee motivation and morale-building (employee retention and loyalty)

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>4.01</b> A job description has been developed for each position (full and part-time) in the communications center.		RF	1	Separate descriptions do not need to be developed for each person, rather each type of job in the center must have a position description.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Job descriptions.	Sampling	Sampling		
<b>SRIC - June, 2016 (Orlando): Language modified to include full and part-time positions.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>4.06</b> Information on employment benefits/compensation package are provided in writing to each member at the time of hiring and include, at a minimum:		RF	1		
A. Health insurance options;		RF - I	1	Medical, vision, and dental options both for the member and the member's family.	
B. Death and disability benefits;		RF - I	1		
C. Educational incentives;		RF - I	1		
D. Overtime and compensatory time policy;		RF - I	1		
E. Holiday policy;		RF - I	1		
F. Sick leave/family medical leave/major medical leave;		RF - I	1	If a sick leave donation program exists, information must be included with the package.	
G. Funeral/Bereavement leave;		RF - I	1		
H. Personal leave;		RF - I	1		
I. Vacation policy; and		RF - I	1		
J. Retirement options.		RF - I	1		

No .	Compliance Keys	Quantit y Initial	Quantity Reaccred	Assessor Guidelines	
1	Compensation or benefits package.	1	1	Newly hired members should be interviewed.	

***SRIC - June, 2016 (Orlando): Changed from 4.09 to 4.06***

## Chapter 5

### Conduct and Disciplinary Process

This chapter applies to all communications centers even if another governmental entity (e.g., city or county civil service board) is involved in the personnel process. The standards apply to all members whether or not covered by a collective bargaining agreement. To ensure uniformity, the disciplinary process must be described.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>5.01M</b> A written directive addresses:		RD	1		Florida Statute 401.41 – Code of Conduct Penalties.
A. Code of conduct; and		RD	2		
B. Appearance guidelines.		RD	3		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Code of conduct.	1	1		
3	Appearance guidelines.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>5.02M</b> A directive establishes a uniform system for the following:		RD	1		Florida Statute 401.411 Disciplinary Action: Penalties.
A. Rewarding;		RD	1, 2		
B. Counseling; and		RD	1, 2		
C. Disciplining members.		RD	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of rewards, counseling and disciplinary actions.	1 each type	1 each type 3YD		

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>5.08M</b> A written directive describes the agency's grievance process, and includes:	RD	1		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A. Procedures for filing a grievance;	RD	1		
B. Acknowledging the receipt of the grievance by noting the date and receiving agent;	RD	1		
C. Formal written response requirements; and	RD	1		
D. Identifying the remedy or adjustment, if any, to be made to resolve the grievance.	RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccr ed	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	
<b>SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.</b>				

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	----------------	-------------------	-----------------------------	-----------

<b>5.12</b> A written directive describes procedures for the maintenance and control of grievance records.	RD - O	1, 2		GS1-SL Items #94 and #110
<b>No.</b>	<b>Compliance Keys</b>	<b>Quantity Initial</b>	<b>Quantity Reaccrued</b>	
1	Written directive addressing the elements of the standard.	1	1	
2	Observation of records.	Observe	Observe	

<b>Standard</b>	<b>Review Methods</b>	<b>Compliance Key(s)</b>	<b>Accreditation Manager Notes</b>	<b>Reference</b>
<b>5.13M</b> A written directive establishes procedures for processing all complaints against the agency or its members, to include:	RD	1		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A. Types of complaints to be investigated by line supervisors;	RD - RF	1, 2, 4		
B. Types of complaints to be reviewed by the internal affairs function;;	RD - RF	1, 2, 4		
C. Types of complaints that require investigating by the internal affairs function;	RD - RF	1, 4		
D. Procedures for maintaining a record of complaints received by the agency in accordance with Florida Statutes;	RD - RF	1		Florida Statutes 112.533 and 119.07

E. Maintaining the confidentiality of internal affairs investigations in accordance with Florida Statutes;	RD - RF	1, 3		
F. Secure storage of internal affairs records; and	OS	1, 3		
G. Provisions for releasing information at the conclusion of the investigation, upon request, and in conformance with the public records law.	RD - RF	1, 4		
No .	Compliance Keys	Quantity Initial	Quantity Reaccr ed	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	Newly hired members should be interviewed
2	Complaint documentation.	1 each type	1 each type	File should include one from Bullet "A" and one from Bullet "B"
3	Observation of secure storage.	Observ e	Observe	
4	Interviews	Intervie w	Interview	

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard		Revie w Metho ds	Complia nce Key(s)	Accreditation Manager Notes	Reference
<b>5.17M</b>	The communications center has established a written procedure for disciplinary action to be taken for misuse of the FCIC/NCIC system.	RD	1, 2		
No .	Compliance Keys	Quantity Initial	Quantity Reaccr ed	Assessor Guidelines	

1	Written directive addressing the elements of the standard.	1	1		
2	Proof of disciplinary action.	1	3YD		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>5.18M</b>	The communications center has established a written procedure for disciplinary action to be taken for misusing the DAVID system.	RD	1, 2	Department of Highway Safety and Motor Vehicles system	
No.	Compliance Keys	Quantity Initial	Quantity Reaccrued	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of disciplinary action.	1	3YD		

## Chapter 6

## Recruitment / Selection / Promotion

Telecommunications is a stressful and demanding profession, and those who enter the field must be able to calmly manage a wide variety of both urgent and routine calls. Multitasking skills, the ability to remain calm during emergency events and the ability to communicate effectively with the public are essential to the efficient delivery of services.

This chapter addresses procedures utilized in making sound employment decisions in an equitable manner, while ensuring that only the most capable persons are selected for employment. Creating a diverse workforce is strongly encouraged.

The promotion of skilled members with leadership and management ability is an important key in maintaining the philosophy of the center.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	----------------	-------------------	-----------------------------	-----------

<b>6.01M</b> Individuals assigned to recruitment activities are trained in equal employment opportunity.		RT	1	Training certificates or documentation from Human Resources that the proper training has been provided to each recruiter is satisfactory proof of compliance.	If the parent agency policy applies to the communications center, the parent agency policy can be used.
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Documentation of training for assigned members.	1 each recruiter	1 each recruiter		

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
	<b>6.02</b> The communications center's recruitment notices / job announcements must:	RF	1		
A.	Provide a description of the qualifications and job requirements;	RF	1	It is not necessary for all information to be contained in a single document.	
B.	List the communications center as an equal opportunity employer on all recruitment literature; and	RF	1		
C.	Include filing deadlines for all applications.	RF	1		
1	Recruitment notices / job announcements addressing the elements of the standard.	1	3YD		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	--	----------------	-------------------	-----------------------------	-----------

<b>6.03</b> A written directive describes all elements of the selection process.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>6.04</b> A directive requires that all elements of the selection process are administered and scored in a uniform manner.		RD	1, 2	Examples: Time limits, oral instructions, practice problems, answer sheets and scoring formulas.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Operational elements of the selection process.	1	3YD		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>6.07M</b> A drug screen is conducted on applicants prior to employment.		RF	1	May also be called a "10 Panel"	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Documentation of drug screening.	1	3YD		

# Chapter 7

---

## Training

Training contributes greatly toward the overall professionalism of each member of the center and generally reduces liability.

The proper training of newly hired members is critical to the development of the individual. Ongoing training (in-service training) should be provided to non-probationary members to ensure they maintain skill levels and are kept abreast of the latest techniques, policies, procedures, laws, rules and regulations affecting their profession.

Training must be consistent and properly delivered. Lesson plans must be developed for every class or course to ensure the correct elements of each topic are taught.

Not every person is a good trainer/instructor and individuals who possess excellent teaching/training skills should be encouraged to take an active role in the training of others.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference	
<b>7.01M</b> The communications center requires all Telecommunicators to be certified in accordance with the Florida Department of Health 911 Public Safety Telecommunicator Program.		RC	1	Personnel providing relief to telecommunicators during breaks must be certified.	F.S. 401.465	
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines		
1	Proof of Certification.	Sampling	Sampling			
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>						

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.02M</b> The center requires all Telecommunicators to be recertified in accordance with the Florida Department of Health 911 Public Safety Telecommunicator Program.		RC	1, 2		Telecommunicators must have twenty hours of training every two years.  F.A.C. Rule 64-J
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	

1	Proof of re-certification.	Sampling	Sampling		
2	Proof of training.	Sampling	Sampling	Proof of training can be electronic or paper.	

**SRIC - November, 2017 (Weston): Compliance Key #2 added.**

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.03M</b> Training is provided for the basic principles of telephone techniques:	RT - I	1	Proof of training must consist of completed DOR's, forms, checklists, etc.  Applies to newly appointed personnel.	Blank forms are not permitted.
A. Answering incoming calls as promptly as possible;	RT - I	1		
B. Being able to handle multiple calls;	RT - I	1		
C. Identifying the agency or center and operator taking the call;	RT - I	1		
D. Speaking clearly;	RT - I	1		
E. Using appropriate tones and manner of speech;	RT - I	1		
F. Showing interest in the caller;	RT - I	1		
G. Taking charge of the conversation;	RT - I	1		
H. Explaining to the caller if they are placed on hold or delays;	RT - I	1		

I. Never arguing with caller; and	RT - I	1		
J. Gathering all pertinent information.	RT - I	1		
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Proof of Training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>				

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.04M</b>	Training is provided concerning the Telecommunicator's use of a calm and controlled voice on the radio and telephone.	RT - I	1	Proof of training must consist of completed DOR's, forms, checklists, etc. Blank forms are not permitted.  Applies to newly appointed personnel.	
A. Using moderate rates of speech;	RT - I	1			
B. Being specific and not vague; and	RT - I	1			
C. Being clear and distinct (articulate).	RT - I	1			
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	

1	Proof of training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.	
---	--------------------	---	-----	----------------------------------------------------------------------	--

**SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.**

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.05M</b> Training is provided to teach the Telecommunicator to correctly use the non-emergency telephone system(s); to include:		RT - I	1	Proof of training must consist of completed DOR's, forms, checklists, etc. Blank forms are not permitted.  Applies to newly appointed personnel.	
A. Placing caller on hold;		RT - I	1		
B. Using mute button;		RT - I	1		
C. Transferring a caller;		RT - I	1		
D. Conference calls; and		RT - I	1		
E. Ending a call.		RT - I	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Proof of training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.	

**SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.**

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.06M</b> Training is provided to teach the Telecommunicator to correctly use the 911 system(s); to include:		RT - I	1	Proof of training must consist of completed DOR's, forms, checklists, etc. Blank forms are not permitted.  Applies to newly appointed personnel.	
A. Answering 911 calls;		RT - I	1		
B. Transferring a 911 call;		RT - I	1		

C. Placing caller on hold;	RT - I	1		
D. Difference between the ANI and ALI; and	RT - I	1		
E. TDD (Telecommunications Device for the Deaf)	RT - I	1		
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Proof of training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.

***SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.***

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.07M</b> Training is provided to Telecommunicators with regard to managing human diversity needs.		RT - I	1	Include TTY training  Proof of training must consist of completed DOR's, forms, checklists, etc. Blank forms are not permitted.  Applies to newly appointed personnel.	Department of Health 04.12
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Proof of training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.	

***SRIC - June, 2014 (Bonita Springs): Wording modified for consistency with DoH requirements;  
Accreditation Manager note added; DoH reference added.***

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	--	----------------	-------------------	-----------------------------	-----------

<b>7.08M</b> Training is provided to distinguish between criminal and civil complaints.	RT - I	1	Also includes the ability to correctly re-route calls to the appropriate entity if not applicable to the center receiving the call.  Proof of training must consist of completed DOR's, forms, checklists, etc. Blank forms are not permitted.  Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines
1	Proof of training.	1	3YD	Assessors should review Daily Observation Reports, Lesson Plan, etc.
<b><i>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</i></b>				

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.09M</b> A directive establishes the agency's remedial training policy and includes the following:	RD - RT	1		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A. Circumstances and criteria used to determine the need;	RD - RT	1, 2		
B. The types available;	RD - RT	1, 2		
C. Timetables under which training is provided; and	RD - RT	1, 2		
D. The consequences of non-participation by affected members; and	RD - RT	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines

1	Written directive addressing the elements of the standard.	1	1		
2	Documentation of remedial training, if any.	1	3YD		

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
<b>7.10M</b>	The agency maintains a record for each in-service training class, to include:	RT - OR	1, 2		If the parent agency policy applies to the communications center, the parent agency policy can be used.
A.	Course content;	RT - OR	1, 2, 3		
B.	Name of participants;	RT - OR	1, 2, 3		
C.	Performance of individual participants; and	RT - OR	1, 2, 3		
D.	The instructor(s)	RT - OR	1, 2, 3		
<b>7.11M</b>	A written directive requires that FEMA IS-5a, "Introduction to Hazardous Materials" training will be completed by all Telecommunicators within a specified timeframe.	RD - RT	1, 2	Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	List of in-service training classes conducted.	1	3YD		
2	Lesson Plans	1	1		
3	Observe in-service training class files	Observe	Observe		

**SRIC - June, 2016 (Orlando): Language modified for consistency with CFA standard.**

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
<b>7.11M</b>	A written directive requires that FEMA IS-5a, "Introduction to Hazardous Materials" training will be completed by all Telecommunicators within a specified timeframe.	RD - RT	1, 2	Applies to newly appointed personnel.	

1	Written directive addressing the elements of the standard.	1	1		
2	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.12M</b> Training will be provided for telecommunicators to identify the function of a trauma center and trauma alert criteria.		RT	1	Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.13M</b> Training during orientation will be provided to indicate calls for service which may require a multiple response from police, fire, EMS or any combination thereof.		RT	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	

1	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Wording modified to include response by multiple public service agencies.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.14M</b> Training will be provided for telecommunicators that explains the role and responsibilities of the U.S. Department of Homeland Security.		RT	1	Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccr'd	Assessor Guidelines	
1	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.15M</b> Training will be provided for Telecommunicators that identifies the roles and responsibilities of NIMS and FEMA.		RT	1	Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccr'd	Assessor Guidelines	
1	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference

		ds			
<b>7.16M</b> Training will be provided for telecommunicators to identify the roles and responsibilities of Emergency Management on the local, county and state levels.		RT	1	Applies to newly appointed personnel.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Proof of training.	1	3YD		
<b>SRIC - June, 2014 (Bonita Springs): Accreditation Manager note added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.17M</b> Training is provided for Telecommunicators to receive and maintain CPR certification.		RC	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Proof of current certification.	Sampling	Sampling		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>7.19M</b> The Communications Center provides TDD training for all telecommunicators in accordance with DOH requirements.		RT	1		Department of Health 03.07 - Biannual TDD training

No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Proof of training.	Sampling	Sampling		
<b>SRIC - June, 2016 (Orlando): Added Biannual training.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
	<b>7.20M</b> A written directive specifies the selection process of agency Communications Training Officers (CTOs).	RD	1		
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of CTO Training	Sampling	Sampling		
<b>SRIC - June, 2016 (Orlando): Added CTO training.</b>					

## Chapter 8

## FCIC/NCIC

These standards address the information necessary for communication centers that have direct or indirect access to the Florida Crime Information Center (FCIC) and the National Crime Information Center (NCIC) to adhere to and follow the rules, regulations and laws that govern their access.

Communications Centers that are non-24-hour providers that have a “User Agreement” with another center will provide documentation and prove compliance with these standards.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	----------------	-------------------	-----------------------------	-----------

<b>8.01M</b> A written directive identifies positions authorized to use, view or obtain information from the FCIC/NCIC System.	RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reacc red	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	Standard applies only to communications center personnel and NOT to field units.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reacc red	Assessor Guidelines	
<b>8.02M</b> A written directive establishes requirements for certification and re-certification of authorized FCIC/NCIC users.	RD - RT		1, 2, 3		
1	Written directive addressing the elements of the standard.	1	1	Standard applies only to communications center personnel and NOT to field units.  Assessors should ensure appropriate six month and two year retraining is being conducted.	
2	Proof of initial certification.	Sampling	Sampling		
3	Proof of re-certification.	Sampling	Sampling		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>8.03M</b> A written directive requires that all ITs and vendors with access to CJIS through the FCIC message switch are fingerprinted and complete the CJIS Security Awareness Training.		RD - RT	1, 2, 3		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of training.	Sampling	Sampling		
3	Proof of fingerprinting.	Sampling	Sampling		

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>8.04M</b> A written directive establishes procedures for completing a dissemination log when releasing criminal history information and must include at a minimum:	RD	1	Dissemination log can be electronic or paper.	
A. Date the criminal history was released;	RL	1, 2		
B. Subject (name) of the criminal history request;	RL	1, 2		
C. Any numeric identifiers used to obtain the complete criminal history (i.e., FBI or SID number);	RL	1, 2		
D. Who the information was released to (the requester);	RL	1, 2		
E. Name of requestor's agency;	RL	1, 2		
F. Who released the information (the operator);	RL	1, 2		
G. The reason the criminal history was requested (i.e., incident or case number, type of investigation); and	RL	1, 2		
H. The purpose code used to run the criminal history.	RL	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	
2	Completed Dissemination Log.	1	3YD	Dissemination log can be electronic or paper.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>8.05M</b> The communications center has established procedures for validation of records entered into the FCIC/NCIC system for accuracy and retention.		RD - RL	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of validation	1	3YD	Proofs should be for different months during the three year accreditation cycle.	
<b>SRIC - June, 2014 (Bonita Springs): Proof of validation added.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>8.06M</b> A written directive establishes procedures for the disposal of physical and electronic media that contain FCIC/NCIC information.		RD	1	Includes printouts, hard copies, and all forms of electronic media	General Records Schedule GS2 for Law Enforcement, Correctional Facilities, and District Medical Examiners: Item #42
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	

1	Written directive addressing the elements of the standard.	1	1		FDLE does not require a log, except for criminal histories that are disseminated.
<b><i>SRIC - June, 2014 (Bonita Springs): Proof of compliance (destruction documentation) removed.</i></b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
	<b>8.07M</b> The communications center has a Terminal Agency Coordinator (TAC) with current certification.	RC	1, 2, 3		
1	Documentation verifying the TAC position.	1	1	Can be position description, organization chart depicting the position, etc.	Current CJIS policy.
2	Proof of TAC certification.	1	1	TAC certification must be completed within 6 months of assignment as TAC.	
3	Documentation appointing a specific individual to the TAC position.	1	1		

***SRIC - November, 2017 (Weston): Language modified to clarify Compliance Key #1; Compliance Key #3 added.***

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>8.08M</b> If a communications center enters records in the FCIC/NCIC system they will have a written directive that requires confirmation of records twenty-four hours a day, seven days a week.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference	
<b>8.09M</b> Communications Centers that access FCIC/NCIC and/or CJNet must have a designated Local Agency Security Officer (LASO).		RF - I	1, 2	Job description or other documentation identifying the position.	CJIS requires the LASO to be certified within six months of appointment.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines		
1	Documentation identifying LASO .	1	1	Assessors will interview the LASO		
2	Proof of LASO Training	1	1	FDLE certificate		
<b>SRIC - June, 2016 (Orlando): Added LASO training.</b>						

**SRIC - November, 2017 (Weston): Certificate from FDLE now required for Compliance  
Key #2; Reference note added.**

## Chapter 9

### Security

These standards address the security of the Communications Center to include physical security of the site, security for the members, and security measures for equipment.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
	<b>9.01M</b> A written directive requires secured and controlled access to the Communications Center.	RD - OS	1		
1	Written directive addressing the elements of the standard.	1	1		

Standard	Review	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	--------	-------------------	-----------------------------	-----------

		Methods			
		O	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Observation of devices.	Observe	Observe		

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>9.04M</b> The communications center will maintain visitor access logs for secured areas that must include at a minimum:	RL	1		
A. Name and organization of the visitor;	RL	1		
B. Signature of the visitor;	RL	1		

C. Acceptable form of Identification, as determined by the communications center;	RL	1		
D. Date of Access;	RL	1		
E. Time of entry and departure; and	RL	1		
F. Purpose.	RL	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Visitor access log documentation.	1	3YD	
<b><i>SRIC - June, 2016 (Orlando): Deleted Reference note.</i></b>				

## Chapter 10

### Call Taking Procedures

This chapter establishes guideline and procedures for call taking. These standards address non-emergency and emergency phone calls, including the 9-1-1 system. The

standards also address telephone techniques, to include demonstrating call handling guidelines, interpersonal skills and friendly and accurate customer service.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>10.01M</b> A written directive specifies procedures for obtaining information appropriate for the type of call received by properly classifying a call by, using the basic questioning techniques for each call:	RD - I	1		Department of Health 05.02

A. Where;	RD - I	1		
B. What;	RD - I	1		
C. When;	RD - I	1		
D. Weapons;	RD - I	1		
E. Who; and	RD - I	1		
F. How.	RD - I	1		
No .	Compliance Keys	Quantity Initial	Quantity Reaccr ed	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	
<b>SRIC - June, 2014 (Bonita Springs): Bullet "G" removed; Bullets "A" through "F" modified to reflect change in DoH guidelines; reference added.</b>				

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>10.02M</b>	Written procedures are established to govern interpersonal skills, to include:	RD	1		
A.	Maintaining a professional demeanor on and off the phone and radio;	RD	1		
B.	Being courteous, patient, sincere and empathetic; and	RD	1		
C.	Using active listening skills in call taking and obtaining information.	RD	1		
No .	Compliance Keys	Quantity Initial	Quantity Reaccr ed	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>10.04M</b> A written directive requires telecommunicators to use proper articulation and pronunciation.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>10.05M</b> A written directive prohibits telecommunicators from giving legal advice.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>10.06M</b> A written directive establishes procedures for managing a suicidal caller.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

# Chapter 11

---

## Dispatch Operations and Procedures

These standards address all communication centers which routinely receive and dispatch calls for service. The standards also apply to agencies which contract for dispatch services and agencies with shared dispatching responsibilities, if the dispatching function is provided by a shared or multi-jurisdictional entity; the communications center receiving services should rely on documents developed by the outside dispatching center to prove compliance with these standards.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>11.01M</b> A written directive establishes procedures for telecommunicators to inform colleagues and supervisors of incidents that may affect operations, to include:	RD	1		
A. The need to relay knowledge of what is transpiring in the Center so others are aware of the situation and can assist or take appropriate action;	RD	1		
B. High priority incidents, news worthy events, public safety concerns and anything that will impact how incidents are handled;	RD	1		
C. Relay of information that is important for responder and public safety;	RD	1		
D. Supervisors responsibilities in obtaining additional resources or assistance and ensuring a relief period for telecommunicators during high stress situations; and	RD	1		
E. Supervisors responsibilities to ensure appropriate action is taken for public records purposes and news releases.	RD	1		

No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>11.02M</b> A written directive establishes procedures for telecommunicators to correctly complete appropriate forms, logs and files to include:	RD	1		
A. Communications center specific forms, logs and file systems;	RD - RF	1		
B. Official records which must be accurately and rapidly completed without assistance;	RD - RF	1		
C. Incident records which must be completed with detailed and correct remarks and updated information as necessary;	RD - RF	1		
D. Records must be free of spelling, punctuation, and grammatical errors;	RD - RF	1		
E. Documentation should be in chronological order and provide a timeline of events;	RD - RF	1		

F. Plain English should be used, with limited use of acronyms or non-standard abbreviations. Industry jargon must be avoided; and	RD - RF	1		
G. Document only what the caller says; not opinions about the conversation.	RD - RF	1		
No.	Compliance Keys	Quantity Initial	Quantity Reacc red	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>11.03M</b> A written directive establishes procedures for and requires telecommunicators to be familiar with all available resources, the services they provide, and how to contact them to include:	RD	1		
A. State Agencies;	RD	1	Florida Highway Patrol, Fish and Wildlife Commission, Department of Environmental Protection, etc.	
B. Federal Agencies;	RD	1	FBI, United States Coast Guard, US Fish and Wildlife, etc.	

C. Local Agencies and Resources;	RD	1	Police and Fire Departments, Sheriff's Office, Utilities, Animal Control, locksmiths, wrecker services, taxis, etc.	
D. Community Resources;	RD	1	211/311, Suicide Hotline, Poison Control, Red Cross, etc.	
E. Media; and	RD	1	Newspapers, radio and television outlets.	
F. Co-Workers and Tools.	RD	1	CAD, internet/intranet, maps, manuals, reference books, etc.	
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>11.04</b> A mutual aid agreement or inter-agency agreement must be obtained from sources that require the use of the center's communications operations.		RF	1	For example, if a county or city dispatches for a smaller agency, a written agreement is required.	
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Mutual Aid Agreement, Contract or MOU.	1	1	Assessors must verify the agreement, contract or MOU has not expired.	
Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference

<b>11.05M</b> A written directive establishes procedures for telecommunicators to obtain and organize pertinent information before dispatching a call, to include:	RD	1		
A. Using the “6 W’s” and “How”: (who, what, where, when, why, weapons and how);	RD	1		
B. Relaying the most accurate and updated information about the call with clarity and brevity;	RD	1		
C. Obtaining, prioritizing and relaying the facts;	RD	1		
D. Using a moderate pace and not rushing radio transmissions; and	RD	1		
E. Providing information in the most efficient manner.	RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines
1	Written directive addressing the elements of the standard.	1	1	

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>11.06M</b> A written directive establishes procedures for handling requests for emergency traffic transmissions by field units.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

# Chapter 12

---

## Critical Incidents / Unusual Incidents

This chapter addresses situations of an emergency nature that result from disasters, civil disturbances, civil defense emergencies or other unusual emergencies that may occur. The standards outline the planning requirements associated with these events.

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.01</b> The communications center has developed a written plan for responding to critical incidents/unusual occurrences.	RF	1	The plan may be generic and address such issues as calling in additional staff, "telephone trees," notification of chain of command, requesting mutual aid assistance, etc. It is not necessary to address specific types of occurrences – only to have a response plan prepared in advance of an actual incident.	Florida TERT Mutual Aid Plan Local Mutual Aid Agreements
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines
1	Written plan for handling critical incidents/unusual occurrences.	1	1	

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.03</b> Written notification procedures have been developed and are readily available when specialized units are called to respond to critical incidents/ unusual occurrences.	RF	1	Procedures must include <u>all</u> specialized groups such as bomb units, canine, SWAT or tactical teams, ERT teams, dive teams, aviation, venom team, Haz-Mat, Urban Search and Rescue (USAR), etc.	Protocols can be in the form of a checklist

No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines	
1	Notification procedures in hard copy or electronic format.	1	1		

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.04</b> Written procedures have been developed to govern evacuation of the communications center, to include transfer of responsibilities to a back-up/alternate facility.	RF	1	Transfer to a back-up/alternate facility must include the ability to answer telephone calls and radio dispatch field units. Back-up/alternate sites may be a temporary location within the jurisdiction or may include transferring responsibility to a communications center in another jurisdiction.	
No.	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Written evacuation procedures.	1	1	

Standard	Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
----------	----------------	-------------------	-----------------------------	-----------

<b>12.05</b> Training on the evacuation plan is held annually for all members.		RT	1, 2, 3	Training may be in the form of classroom style instruction, evacuation drills or a combination of both.	All new recruits must receive training within thirty days of hire date.
<b>No .</b>	<b>Compliance Keys</b>	<b>Quantit y Initial</b>	<b>Quantity Reaccred</b>	<b>Assessor Guidelines</b>	
1	Lesson Plan.	1	1		
2	Proof of Training.	1	1	Verify that all members assigned to the center have received training.	
3	Proof of training for newly hired members.	1	1	Verify that all newly hired members assigned to the center have received training within 30 days of employment.	

<b>Standard</b>		<b>Revie w Metho ds</b>	<b>Complia nce Key(s)</b>	<b>Accreditation Manager Notes</b>	<b>Reference</b>
<b>12.07</b> Equipment designated for use in critical incidents/unusual occurrences is inspected and/or tested at least twice a year for operational readiness.		RL	1	Equipment may include portable radios, evacuation kits, etc.	
<b>No .</b>	<b>Compliance Keys</b>	<b>Quantit y Initial</b>	<b>Quantity Reaccre d</b>	<b>Assessor Guidelines</b>	
1	Verification of inspections and test results.	1	1 for each year of the accreditation cycle		

<b>Standard</b>		<b>Revie w Metho</b>	<b>Complia nce Key(s)</b>	<b>Accreditation Manager Notes</b>	<b>Reference</b>

		ds			
<b>12.08</b> If the communications center has a "reverse 911" system; it is tested annually for operational readiness.	RL	1			May be known by other names such as "Code Red"
1	Test documentation.	1	3YD		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.09</b> A written directive specifies that during critical incidents/ unusual occurrences, a dedicated radio channel/frequency is assigned to the event so routine operations do not interfere with the event.	RD	1		If the communications center has only one channel, directives will be in place for limited traffic during critical incidents/unusual occurrences.	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.10M</b> The communications center has established protocols for managing terrorist incidents.	RF	1		Includes domestic and foreign terrorist incidents.	

No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written Protocols.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>12.12M</b> If a communications center participates in the Telecommunications Emergency Response Task Force (TERT), a written procedure has been developed for notifying the task force.		RD	1, 2		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
2	Proof of TERT Training	Sampling	Sampling		
<b><i>SRIC - June, 2016 (Orlando): Added TERT training.</i></b>					
<b><i>SRIC - November, 2017 (Weston): Standard language modified.</i></b>					

# Chapter 13

## Fire-Rescue Dispatch Operations

Fire rescue dispatch operations are responsible for receiving calls, processing alarms and dispatching fire apparatus throughout the service area.

Communications centers which have no fire-rescue call taking or dispatching responsibilities are exempt from this chapter.

Standard	Review	Compliance	Accreditation Manager Notes	Reference
----------	--------	------------	-----------------------------	-----------

		Methods	Key(s)		
<b>13.01</b> A written directive describes the various types of emergency response dispatch modes to fire calls.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		
<b>SRIC - November, 2017 (Weston): Changed from mandatory to non-mandatory.</b>					

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>13.02</b> A written directive describes the differences in types of smoke.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		Topic should be covered in CTO program for those agencies with fire dispatch responsibilities.
<b>SRIC - November, 2017 (Weston): Changed from mandatory to non-mandatory; Reference note added.</b>					

# Chapter 14

---

## Emergency Medical Services Dispatch Operations

An EMS Dispatch Operations Center receives and prioritizes all incoming emergency medical calls, dispatches emergency units, coordinates with other public safety agencies and local hospitals, and maintains communications with all units in the field.

If a call is identified as medical in nature it is transferred to specially-trained EMS Telecommunicator(s), who serve as the critical link between the public and EMS crews in the field. All EMS Telecommunicators have received additional specialized training in Emergency Medical Dispatch (EMD).

EMS Telecommunicators verify EMS calls, determine their location, dispatch the appropriate unit(s), and provide callers with pre-arrival instructions which assist bystanders or patients in caring for illness and injury prior to the arrival of EMS. These instructions are as basic as gathering a patient's medications, or as extensive as guiding callers through CPR (Cardio-Pulmonary Resuscitation). This ensures each patient receives the best possible medical attention until trained responders arrive – often making the difference between life and death.

Communications centers which have no emergency medical services call taking or dispatching responsibilities are exempt from this chapter.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>14.01M</b> A written directive describes the various emergency response modes to medical calls.		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>14.02M</b> A written directive establishes a procedure for dispatching/calling out an Air Transport Unit (ATU).		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference

<b>14.03M</b> If the communications center authorizes emergency first-aid instruction over the telephone or radio, members are trained and have immediate access to approved emergency medical guidelines or materials.	RT - OR	1, 2	If the communications center is accredited through EMD they are exempt from this standard	
No .	Compliance Keys	Quantity Initial	Quantity Reaccred	Assessor Guidelines
1	Proof of training.	Sampling	Sampling	
2	Emergency medical guidelines.	1	1	

# Chapter 15

---

## Law Enforcement Dispatch Operations

The Law Enforcement Dispatch Operations Center is the central nervous system of a law enforcement agency. They receive calls from individuals who need assistance for a wide variety of services. Once key information is obtained from the caller the Telecommunicator(s) activates the services necessary to respond to the nature of the call for help.

Communications centers which have no law enforcement call taking or dispatching responsibilities are exempt from this chapter.

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>15.01M</b> A directive establishes procedures for Amber Alerts to include:		RD	1		
A. Criteria;		RD	1		
B. Activation; and,		RD	1		
C. Cancellation		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>15.02M</b> A directive establishes procedures for Silver Alerts to include:		RD	1		
A. Criteria;		RD	1		
B. Activation; and,		RD	1		
C. Cancellation		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>15.03M</b> A directive establishes procedures for Blue Alerts to include:		RD	1		F.S. 784.071 (formerly known as LEO Alert)
A. Criteria;		RD	1		
B. Activation; and,		RD	1		
C. Cancellation		RD	1		
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	

No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

Standard		Review Methods	Compliance Key(s)	Accreditation Manager Notes	Reference
<b>15.04M</b>	A written directive establishes procedures for:	RD	1		
A. Calls in-progress;	RD	1			
B. Incidents which have just occurred; and	RD	1			
C. Past events.	RD	1			
No.	Compliance Keys	Quantity Initial	Quantity Reaccredited	Assessor Guidelines	
1	Written directive addressing the elements of the standard.	1	1		

# Glossary

**10% Option** - Communications Centers may take up to 10% of the applicable other than mandatory standards and decide to forego compliance. No justification, directive, memorandum or other documents are required, but a file must still be constructed. The file only needs to contain the SSF of the relevant standard. The 10% option cannot be used with mandatory standards.

**ACCREDITATION** - The bestowing of credentials symbolizing approval from a professional organization upon practitioners or specific institutions. Complying with specific accepted standards established for an institution or occupation.

**ADMINISTRATIVE REVIEW** - A documented review of an incident or occurrence prepared by or for the CEO or designee. The review should indicate whether policy, training, equipment, or disciplinary issues should be addressed.

**ALI** - Automatic Location Identification provides for an address display of the subscriber calling 911. With ALI, the PSAP receives the ANI display and an ALI display on a screen. The ALI display includes the subscriber's address, community, state, type of service and if a business, the name of the business. The PSAP will also get a display of the associated ESN information (police, fire, rescue).

**ANI** - Automatic Number Identifier corresponds to the subscriber's seven digit telephone number. The ANI displays at the PSAP on the digital ANI display console.

**ANNUAL** - An event occurring once every 12 months. For purposes of reaccreditation, an annual requirement is calculated from the most recent onsite assessment date to the next onsite assessment date.

**APPEAL** - A request to a higher authority or greater power, as for sanction, corroboration, or a decision.

**AUDIT** - The examination of records and activities to ensure compliance with established controls, policies, and operational procedures, and to recommend any indicated changes.

**BIENNIAL** - An event that occurs every two years.

**CEO** - Chief Executive Officer: the Sheriff, the Chief of Police, or the Director or Commissioner of a criminal justice entity.

**CFA** - The Commission for Florida Law Enforcement Accreditation, Inc.

**CIVILIAN MEMBER** - A full- or part-time person who is not certified and does not possess arrest powers.

**CJNet** - Florida Criminal Justice Network.

**CJSTC** - The Criminal Justice Standards and Training Commission.

**CODE OF CONDUCT** - Specific guidelines for behavior, including prohibitions.

**COMMAND PROTOCOL** - Practice identified to ensure a continuation of supervision at all levels of the chain of command when vacancies or absence from duty exists.

**COMPLAINT** - An allegation of misconduct, violation of law or communications center directives against any member. This does not include a complainant's misunderstanding or disagreement with the application of law or policy or procedures.

**COMPLIANCE KEYS** - Documentation or other methods used to demonstrate compliance with a standard.

**COMPONENT/FUNCTION** - A subdivision of the communications center or agency, such as a division, bureau, section, unit, or position that is established to provide a specific function.

**CONCLUSIONS OF FACT** - Final determination about allegations based on investigative activities. Classifications of investigative findings may include exonerated, sustained, not sustained, unfounded, and policy failure.

**CONDITIONAL STANDARDS** - Standards beginning with "If" refer to conditions that may render the standard Not Applicable if the Center does not perform the function or provide the service.

**CRIMINAL HISTORY** - A transcript of arrests for an individual usually identified by name, date of birth, or identification number.

**CRIMINAL JUSTICE INFORMATION (CJI)** - Information collected by criminal justice agencies needed for the performance of their legally authorized, required functions.

**CRITERIA** - A standard, rule, or test on which a judgment or decision can be based.

**CTO** - Communications Training Officer

**CURRICULUM** - A series of courses related to a specific kind of training program.

**DAVID** - Driver and Vehicle Information Database. The DAVID system provides important personal, vehicle information and photographs useful for criminal investigations and for other law enforcement purposes.

**DHSMV** - Department of Highway and Safety Motor Vehicles. Maintains a computerized file of Florida registered vehicles, boats, drivers license and identification cards.

**DIRECTIVE** - A written document used to guide the actions of members and establish policy and practices. Examples of written directives include, but are not limited to: policy statements, standard operating procedures, general orders, memoranda, union contracts, laws, written orders and instructional material.

**DOR's** - Daily Observation Reports. Used in measuring a trainee's ability or skill level for a job or promotion.

**ELECTRONIC MEDIA** - Means of communication characterized by the use of technology, radio, computers, etc. (e.g. virtual reality).

**EMD** - Emergency Medical Dispatcher is a professional Telecommunicator, tasked with the gathering of information related to medical emergencies, the provision of assistance and instructions by voice, prior to the arrival of Emergency Medical Services, and the dispatching and support of EMS resources responding to an emergency call.

**EMERGENCY SITUATION** - An actual or potential condition that poses an immediate threat to life or property.

**EQUAL EMPLOYMENT OPPORTUNITY** - The providing of equal opportunities for employment and conditions of employment to all members regardless of race, creed, color, age, sex, religion, national origin, marital status, or physical impairment.

**FCIC** - Florida Crime Information Center.

**FDLE** - Florida Department of Law Enforcement.

**FEMA** - Federal Emergency Management Agency.

**GENERAL ORDER** - Directives concerned with policy, rules, and procedures affecting more than one organizational component.

**GRIEVANCE** - Formal request in writing to resolve differences in identified matters due to an actual or supposed circumstance regarded as just cause for protest.

**GUIDELINES** - Statements or other indications of policy or procedure to determine a course of action.

**INCIDENT COMMAND SYSTEM** - Command, control, and coordination of a response to organize the efforts of members and agencies as they work toward stabilizing an incident while protecting life, property, and the environment. There are five major components: command, planning, operations, logistics, and finance/administration.

**IN-SERVICE TRAINING** - Training received by members to enhance knowledge, skills, or abilities. This includes formal retraining, specialized, promotional, or advanced training. In-service training may also include less formal types of instruction, such as roll-call training.

**INTERNAL AFFAIRS INVESTIGATION** - A formal, detailed investigation of alleged misconduct, violation of law or directives or moral character violation.

**JOB DESCRIPTION** - An official written statement setting forth the duties and responsibilities of a job, and the skills, knowledge, and abilities necessary to perform it.

**JOB-RELATED** - Pertaining to tasks performed or functions required of a specific job classification.

**LESSON PLAN** - A detailed format an instructor uses to conduct the course. A lesson plan may include: goals, specific subject matter, performance objectives, references, resources, and method of evaluating or testing students.

**LOCAL AGENCY INSTRUCTOR (LAI)** - A person authorized to teach the CJIS Certification class and provide certification/recertification testing to criminal justice employees. The LAI must be CJIS certificated and successfully complete the LAI training class offered by FDLE.

**LOCAL AGENCY SECURITY OFFICER (LASO)** - The Communications Center must have a designated LASO to ensure compliance with the FBI CJIS Security Policy and any other applicable security requirements. The LASO must be knowledgeable about technical aspects of the communications center network or be able to confirm information through local technical support.

**MANDATORY STANDARDS** - Standards that address life, health, and safety issues; legal matters; or essential practices. Every communications center is required to meet all of these standards except those not applicable, or for which a waiver has been granted.

**MEMBER** - A generic term utilized in this manual to describe all communications center personnel, including volunteers, auxiliary, and part-time personnel.

**MEMORANDUM** - An informal, written document that may or may not convey an order; it is generally used to clarify, inform, or inquire. Memoranda may be used for proofs of compliance.

**MUTUAL AID AGREEMENT** - Written agreement between agencies and/or jurisdictions in which they agree to assist one another upon request, by furnishing personnel and equipment.

**NCIC** - National Crime Information Center.

**NIMS** - National Incident Management System (US Department of Homeland Security).

**NOT APPLICABLE STANDARDS (N/A)** - Standards that address areas of responsibility or practices for which the communications center is not performing due to contracts, jurisdiction, or mutual aid agreements. The communications center may not take essential service standards as not applicable.

**ORGANIZATIONAL COMPONENT** - A subdivision of the communications center, such as a bureau, division, section, unit, or position that is established and staffed on a full-time basis to provide a specific function.

**OTHER-THAN-MANDATORY STANDARDS** - Standards that address important or desirable practices. Every communications center is required to meet at least 90 percent of these standards, except those which are not applicable.

**PERFORMANCE OBJECTIVES** - Statements of operational behavior required for satisfactory performance of a task, the conditions under which the behavior is usually performed, and the criteria for satisfactory performance.

**PERIODIC** - Conducted or occurring at least once every three years.

**PHYSICAL MEDIA** - Tangible object for storing or saving digital, audio or video content, such as a CD, DVD or Computer.

**PLAN** - A scheme, program, or method worked out beforehand for the accomplishment of an objective, proposed or tentative project, or goal. A plan may be a systematic arrangement of details, an outline, drawing or diagram and can be generic.

**POLICY STATEMENT** - A broad statement of communications center principles that provides a framework or philosophical basis for procedures.

**POSITION** - The duties and responsibilities assigned to one member. A position may have functional responsibility for a single task or multiple tasks.

**PROCEDURE** - A manner of proceeding, a way of performing or effecting something, an act composed of steps, a course of action, a set of established forms or methods for conducting the affairs of the communications center. Procedures are detailed step-by-step instructions on how to accomplish something.

**PROCESS** - A series of actions, changes, or functions bringing about a result.

**PSAP** - Public Safety Answering Point, usually the police, fire and/or rescue groups as determined by the local municipalities. A "ringin" will not have ANI or ALI capabilities, but just receives calls or transferred calls from another PSAP.

**PURPOSE CODE** - Is the code that indicates the purpose for which criminal history was requested.

**QUALIFIED INTERPRETER** - A professional who facilitates communication between deaf and hearing individuals. A qualified interpreter is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary. The qualified interpreter has specialized training in interpreting from one language to another for example, American Sign Language [ASL] to English and English to ASL. Simply knowing both sign language and English does not qualify a person as an interpreter. The role of an interpreter is to accurately convey all messages between the individuals involved in the communication setting.

**QUARTERLY** - An event that occurs in 3-month intervals.

**REMEDIAL TRAINING** - Training conducted to correct an identified deficiency.

**RULES AND REGULATIONS** - Specific guidelines describing allowed and prohibited behavior, actions, or conduct.

**SECONDARY DISSEMINATION LOG** - When the person requesting and/or in the possession of the criminal history shares any part of that information with another criminal justice professional outside of their agency, physically or verbally, that action is considered secondary dissemination and a log must be maintained.

**SELECTION CRITERIA** - The rules, standards, or requirements used to make a judgment concerning filling a specific position.

**SELECTION PROCESS** - The combination of elements and procedures utilized to make the final decision in filling a position.

**SEMI-ANNUAL** - Occurring or issued twice a year.

**SEXUAL HARASSMENT** - Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

**SPECIALIZED TRAINING** - Training to enhance skills, knowledge, and abilities taught in either recruit or other in-service programs. Specialized training may address supervisory, management, and/or executive development training, or it may include technical and job specific subjects.

**STANDARD OPERATING PROCEDURE** - A written directive which specifies how communications center activities are carried out.

**SWORN MEMBER** - A member, as defined by statute, who is certified by CJSTC, possesses full law enforcement and arrest powers, and is employed either full- or part-time by a law enforcement agency. This member may or may not be compensated.

**TAC** - Terminal Agency Coordinator (TAC) is responsible for ensuring agency and user compliance with CJIS Policies and Procedures as they relate to FCIC and NCIC.

**TDD** - A telecommunications device for the deaf (TDD) is a teleprinter, an electronic device for text communication over a telephone line, that is designed for use by persons with hearing or speech difficulties.

**TELECOMMUNICATOR** - An individual employed by an emergency service provider, whose primary responsibility is to be an operator for the receipt or processing of calls for emergency services made by telephone, radio, or other electronic means.

**TERT** - Telecommunicators Emergency Response Taskforce (TERT) was established as a joint initiative of the Association of Public Safety Communications Officials (APCO) and the National Emergency Numbering Association (NENA) to have specially trained telecommunicators respond to entities in need of additional personnel to handle the extra duties and staff during a critical incident.

**TTY** - Text Telephone. A special device that allows people who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate, by allowing them to type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

**TRS** - Telecommunications Relay Services. TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities.

**UNLAWFUL HARASSMENT** - Conduct that has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

**UNUSAL OCCURRENCE** - Any incident or event; one which happens without being designed or expected; as, an unusual occurrence, or the ordinary occurrences of life.

**WORK ENVIRONMENT** - Facilities and equipment where daily activities are conducted, to include office space, patrol vehicle, interview rooms, holding areas, etc.

# References

- Commission for Florida Law Enforcement Accreditation (CFA)
- Criminal Justice Information Service (CJIS) Certification Training Manual
- Criminal Justice Information Services (CJIS) Security Policy
- Department of Health (DOH)
- Florida Department of Law Enforcement (FDLE)
- Florida State Statutes (FSS)
- General Records Schedule (GS1-SL) for State and Local Government Agencies
- U.S. Department of Homeland Security (DHS)